Learning Paths

Author: Training and Certification
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   - Customer Service Management (CSM)
   - Employee Workflows
   - Field Service Management (FSM)
   - Risk and Compliance GRC
   - IT Asset Management (ITAM)
   - IT Operations Management (ITOM)
   - IT Service Management (ITSM)
   - Now Intelligence
   - Security Operations (SecOps)
   - Service Provider
   - Strategic Portfolio Management (SPM)
   - Industry-specific: Financial Services Operations (FSO)
   - Industry-specific: Telecommunications, Media, and Technology (TMT)
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   - Industry-specific: Public Sector Digital Services
   - Industry-specific: Telecommunications Service Management (TSM)
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   - Industry-specific: Operational Technology
   - Industry-specific: Sourcing and Procurement Operations (SPO)
   - Industry-specific: Supplier Lifecycle Operations (SLO)
   - Industry-specific: Accounts Payable Operations (APO)

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Document Guide

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**Abbreviations**

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<thead>
<tr>
<th>Abbreviation</th>
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<tr>
<td>ILT</td>
<td>Instructor-Led Training</td>
</tr>
<tr>
<td>CIS</td>
<td>Certified Implementation Specialist</td>
</tr>
<tr>
<td>CSA</td>
<td>Certified System Administrator</td>
</tr>
<tr>
<td>CAD</td>
<td>Certified Application Developer</td>
</tr>
<tr>
<td>CAS</td>
<td>Certified Application Specialist</td>
</tr>
<tr>
<td>LC</td>
<td>Learning Credit</td>
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System Administrator Learning Path
It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming a system administrator. Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**
- **CIS:** Certified Implementation Specialist
- **ILT:** Instructor-led Training

**Additional Recommended**
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Now Support Administrator
- Performance Analytics Essentials
- Scripting in ServiceNow Fundamentals
- Application Development Fundamentals
- Introduction to ServiceNow HealthScan and Instance Scan
- Fundamentals and Implementation courses as products are activated in your organization's instance
Developer Learning Paths
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an application developer.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended Courses for Application Developer Learning Paths

- Automation Center Overview
- Automated Test Framework (ATF) Essentials
- Flow Designer Fundamentals
- Integration Hub Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Robotic Process Automation (RPA) Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Source Control Fundamentals
- UI Builder Fundamentals
- Ongoing Delta testing

Developer Learning Paths

- Citizen Developer
  - ServiceNow Citizen Developer Core Skills
  - ServiceNow Citizen Developer Advanced Skills
- Application Developer
  - ServiceNow Application Developer Skills
  - Application Developer Core Skills Micro-Certification Suite
- Certified Application Developer (CAD)
  - Scripting in ServiceNow Fundamentals
  - Application Development Fundamentals
  - CAD Voucher

Are you using App Engine products to develop applications?

Yes

Welcome to ServiceNow

No

Certified Application Developer (CAD)

Are you using App Engine products to develop applications?

Yes

Welcome to ServiceNow

No

Certified Application Developer (CAD)

Additional Recommended Courses for Application Developer Learning Paths

- Automation Center Overview
- Automated Test Framework (ATF) Essentials
- Flow Designer Fundamentals
- Integration Hub Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Robotic Process Automation (RPA) Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Source Control Fundamentals
- UI Builder Fundamentals
- Ongoing Delta testing

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Platform and Process Owner Learning Paths
Platform Owner Learning Path

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals
  - CSA voucher
- Ongoing Delta testing
- Adapting a Platform Owner Mindset
- Get Started with Now Create
- Product Line-specific Fundamentals course(s)
- Performance Analytics Essentials
- Additional Recommended
  - Get Started with Reports
  - Responsive Dashboards Overview

Additional Recommended
- IT Service Management (ITSM)
- Human Resources (HR)
- Customer Service Management (CSM)
- Etc.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Process Owner Learning Path

Welcome to ServiceNow

Get Started with Now Create

Product Line-specific Fundamentals course(s)

Performance Analytics Essentials

Additional Recommended

- Get Started with Reports
- Responsive Dashboards Overview
- Adopting a Platform Owner Mindset

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

IT Service Management (ITSM)
Human Resources (HR)
Customer Service Management (CSM)
Etc.
Implementer Learning Paths
Implementer Learning Path
Application Portfolio Management (APM)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

• Welcome to ServiceNow
• Get Started with Now Create

Micro certification
Mainline Certification

Additional Recommended
- Configuration Management Database (CMDB) Fundamentals
- PPM Fundamentals
- IT Service Management Fundamentals
- UI Builder Fundamentals

Ongoing Delta testing
Certified Implementation Specialist in APM (CIS-APM)

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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# Implementer Learning Path

## Customer Service Management (CSM)

### Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

### Implementer
- Welcome to ServiceNow
  + Get Started with Now Create

### CSM Fundamentals
- CSM Implementation
- Certified Implementation Specialist in CSM (CIS-CSM)

### Certified Implementation Specialist in CSM (CIS-CSM)
- Predictive Intelligence Fundamentals +
- Predictive Intelligence Implementation +
- Performance Analytics Essentials +
- Virtual Agent Fundamentals +
- Virtual Agent Implementation +
- Natural Language Understanding Fundamentals +
- Virtual Agent Simulator +

### Additional Recommended
- Communities Overview, Fundamentals, and Implementation +
- Configuration Management Database (CMDB) Fundamentals ☉
- Common Service Data Model (CSDM) Fundamentals +

### Micro certification
- Mainline Certification

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**
- **CIS**: Certified Implementation Specialist
- **ILT**: Instructor-led Training

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Implementer Learning Path

Employee Workflows

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow +
Get Started with Now Create +

ServiceNow Administration Fundamentals ♦
CSA voucher

ServiceNow Platform Implementation ♦
Empoyee Workflows

Human Resources Service Delivery Fundamentals ♦

Human Resources Service Delivery Implementation ♦

HR Simulator +

Certified Implementation Specialist in HR (CIS-HR) ♦

CIS-HR Voucher

Employee Growth & Development Essentials (On Demand) ♦

Workplace Service Delivery Essentials ♦

Safe Workplace Essentials ♦

Health and Safety Incident Management Essentials ♦

Legal Service Delivery Essentials ♦

Micro certification
Mainline Certification

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Certified Implementation Specialist in HR (CIS-HR)

Ongoing Delta testing

Additional requirements to achieve HRSD Professional Suite Certification
- CIS-HR
- Predictive Intelligence Implementation ♦
- Performance Analytics Advanced ♦
- Virtual Agent Implementation ♦

Additional Recommended
- Performance Analytics Fundamentals ♦
- Performance Analytics Advanced ♦
- Service Portal Fundamentals ♦
- ServiceNow Localization Fundamentals ♦
- Configuration Management Database (CMDB) Fundamentals ♦
- Common Service Data Model (CSDM) Fundamentals ♦
- Continual Improvement Management Essentials ♦
- Workforce Optimization Essentials ♦
- Process Mining Essentials ♦
- Get Started with Universal Request ♦

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Implementer Learning Path

Field Service Management (FSM)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals
ServiceNow Platform Implementation
ServiceNow Employee Workflows
Field Service Management (FSM) Dynamic Scheduling Essentials
FSM Implementation
Certified Implementation Specialist in FSM (CIS-FSM)
Dynamic Scheduling Implementation
Ongoing Delta Testing

Welcome to ServiceNow
Get Started with Now Create

Micro certification
Mainline Certification

Additional Recommended Courses
- FSM Extras
- Additional Recommended Courses for FSM Implementers
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals

Certified Implementation Specialist in FSM (CIS-FSM)
Dynamic Scheduling Implementation
Ongoing Delta Testing

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Micro certification
Mainline Certification

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Implementer Learning Path
Risk and Compliance (GRC)

Additional Recommended Courses
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
Implementer Learning Path

Third-party Risk Management (TPRM)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

- GRC, Third-Party Risk Management (TPRM) Implementation
  - CIS-VRM Voucher

- Vendor Risk Management (VRM) Simulator
- Certified Implementation Specialist in VRM (CIS-VRM)

Additional Recommended Courses

- Automated Test Framework (ATF) Essentials
- Common Service Data Model (CSDM) Fundamentals
- Knowledge Management Fundamentals
- Performance Analytics Essentials

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Micro certification
Mainline Certification
Implementer Learning Path

Business Continuity Management (BCM)

Welcome to ServiceNow

UI Builder Fundamentals

Get Started with Now Create

GRC: Business Continuity Management (BCM) Implementation

Business Continuity Management (BCM) Assessment Simulator

Select Product Line

APM

CSM

Employee Workflows

FSM

GRC

ITAM

ITOM

ITSM

Now Intelligence

SecOps

Service Provider

SPM

Industry-Specific

Micro certification

Mainline Certification

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended

- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Industry Certifications
  - ABCP
  - CBCP
  - MBCP (DRII)
  - CBCI/MBCI (BCI)

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Implementer Learning Path
IT Asset Management (ITAM)

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Select Product Line
- Add-on: Security Operations (SecOps)
- Add-on: Service Provider (SPM)
- Add-on: Industry-Specific

- Hardware Asset Management (HAM) Fundamentals
- CIS-HAM Voucher
- Hardware Asset Management Simulator

- Hardware Asset Management Specialist in HAM (CIS-HAM)
- Certified Implementation Specialist in HAM (CIS-HAM)
- Ongoing Delta testing

- Software Asset Management (SAM) Professional Fundamentals
- CIS-SAM Voucher
- Software Asset Management Simulator

- Software Asset Management Specialist in SAM (CIS-SAM)
- Certified Implementation Specialist in SAM (CIS-SAM)
- Ongoing Delta testing

- ITAM add-on: Cloud Insights
- ITAM add-on: Subscription Management Essentials
- ITAM add-on: Common Service Data Model (CSDM) Fundamentals
- ITAM add-on: Configuration Management Database (CMDB) Fundamentals
- ITAM add-on: Agent Client Collector Essentials
- ITAM add-on: Mobile Hardware Asset Management Fundamentals
- ITAM add-on: Hardware Asset Workspace Overview
- ITAM add-on: Service Provider Fundamentals
- ITAM add-on: Industry-Specific Fundamentals

- Additional Recommended:
  - SAM: Integration with SCCM for Reclamation and Distribution
  - Discovery Basics for SAM
  - Entitlement Import Basics for SAM
  - Software Asset Management Reconciliation Troubleshooting
  - Software Normalization for Software Asset Management
  - Microsoft Office 365 Optimization for Software Asset Management
  - Mobile Hardware Asset Management Fundamentals
  - Hardware Asset Workspace Overview
  - Common Service Data Model (CSDM) Fundamentals
  - Configuration Management Database (CMDB) Fundamentals
  - Agent Client Collector Essentials
  - Mobile Hardware Asset Management Fundamentals
  - Hardware Asset Workspace Overview
  - Software Asset Management Reconciliation Troubleshooting
  - Software Normalization for Software Asset Management
  - Microsoft Office 365 Optimization for Software Asset Management

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager

Micro certification
Mainline Certification

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Implementer Learning Path
IT Operations Management (ITOM) (1 of 2)

Welcome to ServiceNow
Get Started with Now Create

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- CSM
- FSM
- GRC
- ITAM
- ITOM

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Service Data Model
ILT: Instructor-led Training

It's time to RiseUp with ServiceNow, and career journeys can help you get there.
Explore our Career Journeys for a holistic approach to becoming an implementer.
Mainline certification questions are sourced from all courses between the product line selection and the exam.

Mainline Certification

Micro certification

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Agent Client Collector Essentials
- Flow Designer Essentials
- MID Server Fundamentals
- Subscription Management Overview
- Service Mapping Extras
- Service Graph Connector Essentials

Micro certification

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Cloud Insights
- Configuring Cloud Management for IP Address Mgmt
- MID Server Fundamentals
- Subscription Management Overview

Micro certification

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Agent Client Collector Essentials
- MID Server Fundamentals
- Subscription Management Overview
- Discovery Fundamentals
Implementer Learning Path
IT Operations Management (ITOM) (2 of 2)

Select Product Line

APM
CSM
Employee Workflows
FSM
GRC
ITAM
ITOM
ITSM
Now Intelligence
SecOps
Service Provider
SPM
Industry-Specific

ServiceNow Administration Fundamentals • CSA Voucher
ServiceNow Platform Implementation • CIS-DF Voucher
Get Started with Now Create • CIS-EM Voucher

Welcome to ServiceNow +
Get Started with Now Create +
ITOM Overview +

Discovery Fundamentals • CIS-DF Voucher
Certified Implementation Specialist in Discovery (CIS-Disco)
Ongoing Delta testing

Event Management (EM) Fundamentals • CIS-EM Voucher
Certified Implementation Specialist in Event Management (CIS-EM)
Ongoing Delta testing

Additional Recommended
• Common Service Data Model (CSDM) Fundamentals +
• Configuration Management Database (CMDB) Fundamentals +
• Agent Client Collector Essentials +
• Integration Hub Fundamentals +
• MID Server Fundamentals +
• Subscription Management Overview +
• Discovery Extras +
• Service Graph Connector Essentials +

Micro certification • Mainline Certification

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Service Data Model
ILT: Instructor-led Training

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

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Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITQM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ITSM Implementation Simulator &
• ITSM Fundamentals
• ITSM Implementation Simulator*
• Ongoing Delta testing

CIS-ITSM Voucher

Additional Recommended for ITSM Standard
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Major Incident Management Fundamentals
- Major Incident Management Implementation
- Get Started with Service Operations Workspace
- Employee Center Essentials
- Knowledge Management Fundamentals
- Knowledge Management Implementation
- UI Builder Fundamentals

Additional Recommended (ITSM Enterprise)
- Process Mining Essentials
- Workforce Optimization Essentials

Recommended (ITSM Professional)
- Continual Improvement Management Essentials
- DevOps Config Implementer Path
- DevOps Change Velocity Implementer Path

Implementer

ServiceNow Administration Fundamentals
- CSA Voucher

ServiceNow Platform Implementation

ITSM Fundamentals

ITSM Implementation

Welcome to ServiceNow

Get Started with Now Create

ITSM Professional

Required to achieve 'Professional'
- CIS-ITSM
- Predictive Intelligence Fundamentals
- Performance Analytics Fundamentals
- Virtual Agent Fundamentals
- Virtual Agent Implementation
- Natural Language Understanding

Recommended (ITSM Professional)
- Continual Improvement Management Essentials
- DevOps Config Implementer Path
- DevOps Change Velocity Implementer Path

Additional Acronyms
- CIS: Certified Implementation Specialist
- CMDB: Configuration Management Database
- CSDM: Common Service Data Model
- ILT: Instructor-led Training

Micro certification

Mainline Certification

*Optional but recommended hands-on practice before exam

Ongoing Delta testing

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Micro certification
- Mainline Certification
- Accreditation

Implementer Learning Path

Now Intelligence

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPA
- Industry-Specific

Virtual Agent Fundamentals
- Natural Language Understanding
- Virtual Agent Implementation
- Virtual Agent Integrations
- Performance Analytics Fundamentals
- Performance Analytics Widgets
- Performance Analytics Advanced
- Formula Indicators
- Responsive Dashboards Overview
- KPI Composer Overview
- Hands on practice with the PA application including implementation experience
- CAS-PA Voucher
- CAS-PA
- Ongoing Delta testing

Virtual Agent Simulator Micro-Certification
- Predictive Intelligence Advanced Topics
- Predictive Intelligence Micro-Certification
- Predictive Intelligence Implementation
- Predictive Intelligence Fundamentals
- Get Started with Predictive Intelligence
- Get Started with Artificial Intelligence
- Predictive Intelligence Signatures
- Introduction to Virtual Agent Life
- Common Service Data Model (CSDM) Fundamentals
- CAS-PA
- Subscription Management Overview

Virtual Agent Advanced Topics Series
- Surveys
- Keyword to NLU
- VA Analytics
- Topic Recommendations
- Auto Incident Resolution

Select Product Line
- ServiceNow Administration Fundamentals
- ServiceNow Platform Implementation

Welcome to ServiceNow
- Get Started with Now Create

NOW Intelligence
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPA
- Industry-Specific
Implementer Learning Path

Security Operations (SecOps)

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Intelligence
- Employee Workflows
- Platform Implementation
- Security Operations Fundamentals
- Now Intelligence
- Security Incident Response (SIR) Implementation
- CIS-SIR Voucher
- CIS-SIR
- Ongoing Delta testing
- Vulnerability Response (VR) Implementation
- CIS-VR Voucher
- CIS-VR
- Ongoing Delta testing

Additional Recommended
- Automated Test Framework (ATF) Essentials
- Flow Designer Essentials
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- UI Builder Fundamentals
- Scripting in ServiceNow Fundamentals
- ServiceNow Administration Advanced
- Configuration Compliance Essentials
- Vulnerability Response Learning Bytes
- Introduction to Playbooks and Process Automation Designer
- Playbooks and Process Automation Designer Fundamentals

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Micro certification
Mainline Certification
Accreditation

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Implementer Learning Path
Service Provider (SP)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- SecOps
- Now Intelligence
- ServiceNow Administration Fundamentals
- ServiceNow Platform Implementation
- Scripting in ServiceNow Fundamentals
- Ongoing Delta testing
- Service Provider Implementer
- CIS-SP Voucher
- CIS-SP

Additional Recommended Certifications
- CIS-CMS
- CIS-ITSM
- CIS-CM (ITOM)
- CIS-Disco (ITOM)
- CIS-EM (ITOM)
- CIS-SM (ITOM)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Micro certification
Mainline Certification
Accreditation

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Implementer Learning Path
Strategic Portfolio Management (SPM)

Select Product Line
- APM
- CSM
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow +
Get Started with Now Create +

Implementer

ServiceNow Administration Fundamentals (CSA Voucher)
ServiceNow Platform Implementation

CIS-PPM Voucher

Performance Analytics (PA) Simulator – Micro Certification
SPM Implementation

Performance Analytics Essentials +
SPM Fundamentals +

CIS-SPM

Ongoing Delta testing

Additional Recommended for SPM Standard
- Common Service Data Model (CSDM) Fundamentals +
- Configuration Management Database (CMDB) Fundamentals ☀
- ITSM Implementation ☀
- UI Builder Fundamentals +
- Flow Designer: Introduction +

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Micro certification ☀
Mainline Certification ☀
Accreditation ☀

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

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It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

### Additional Acronyms
- **CIS**: Certified Implementation Specialist
- **ILT**: Instructor-led Training

### Micro certification
- **Mainline Certification
- **Accreditation**

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### Implementer Learning Path

**Industry: Financial Services Operations (FSO)**

**Select Product Line**
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

**ServiceNow Administration Fundamentals**
- Welcome to ServiceNow
- Get Started with Now Create

**ServiceNow Platform Implementation**
- (CSA Voucher)
- CIS-CSA

**CM Implementation**
- Integration Hub: Introduction
- Introduction to Playbooks and Process Automation Designer
- UI Builder Fundamentals
- Document Intelligence Fundamentals
- FSO Essentials
- Delivery Accreditation: FSO Banking & Wealth

**Flow Designer Fundamentals**
- Customer Service Management (CSM) Fundamentals
- Integration Hub: Use Store Spokes
- Playbooks and Process Automation Designer Fundamentals

**Document Intelligence Overview**
- FSO: Banking and Wealth Essentials
- FSO: Insurance Essentials
Implementer Learning Path

Industry: Telecommunications, Media, and Technology (TMT)

Welcome to ServiceNow
Get Started with Now Create

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Customer Service Management (CSM) Fundamentals
Flow Designer Fundamentals

Introduction to Playbooks and Process Automation Designer

Telecommunications Network Inventory (TNI) Essentials
Application Developer Process Creator Micro-Certification

Additional Recommended
- Application Development Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Subscription Management Overview
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

Micro certification
Mainline Certification
Accreditation

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

Industry: Telecommunications Network Inventory (TNI)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer

- Welcome to ServiceNow
- Get Started with Now Create

Flow Designer Overview

Flow Designer: Create Subflows and Actions

Change Management: Implementation

Flow Designer: Create a Flow

Configuration Management Database (CMDB) Fundamentals

Hardware, Asset Management (HAM) Fundamentals

Hardware, Asset Management (HAM) Extras

Additional Recommended
- Application Development Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Subscription Management Overview
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

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Implementer Learning Path

Industry: Public Sector Digital Services (Government)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM

Micro certification
Mainline Certification
Accreditation

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CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

Industry: Telecommunications Service Management (TSM)

Welcome to ServiceNow

Get Started with Now Create

Select Product Line

ServiceNow Administration Fundamentals

ServiceNow Platform Implementation (CSA Voucher)

APM

CSM

Employee Workflows

FSM

GRC

ITAM

ITOM

ITSM

Now Intelligence

SecOps

Service Provider

SPM

Industry-Specific

Customer Service Management (CSM) Fundamentals

Customer Service Management (CSM) Implementation

Field Service Management (FSM) Fundamentals

Field Service Management (FSM) Implementation

Proactive Service Experience

Telecommunications, Media, and Technology Essentials

Telecommunications Network Inventory (TNI) Essentials

Scripting in ServiceNow Fundamentals

System Administration Advanced

Automated Test Framework (ATF) Essentials

ADDITIONAL RECOMMENDED

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Additional Acronyms

CIS: Certified Implementation Specialist
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Micro certification
Mainline Certification
Accreditation

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Implementer Learning Path

Industry: Healthcare and Life Sciences (HCLS) Service Management

Welcome to ServiceNow
Get Started with Now Create
ServiceNow Administration Fundamentals
ServiceNow Platform Implementation
ServiceNow Employee Workflows
ServiceNow FSM
ServiceNow GRC
ServiceNow ITAM
ServiceNow ITOM
ServiceNow ITSM
ServiceNow Now Intelligence
ServiceNow SecOps
ServiceNow Service Provider
ServiceNow SPM
ServiceNow Industry-Specific

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Customer Service Management (CSM) Fundamentals
Flow Designer Fundamentals
Integration Hub: Introduction
Integration Hub: Use Store Spokes
Playbooks and Process Automation Designer Fundamentals
Document Intelligence Overview
UI Builder Fundamentals
Healthcare and Life Sciences (HCLS) Service Management Essentials
Introduction to Playbooks and Process Automation Designer
Delivery Accreditation: HCLS Service Management

Micro certification
Mainline Certification
Accreditation

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
Implementer Learning Path

Industry: Operational Technology (Industrial Sector)

Welcome to ServiceNow

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

- Discovery Fundamentals
- Integration Hub: Use Store Spokes
- Integration Hub: Create New Spokes
- Operational Technology (OT) Essentials
- OT Vulnerability Response Essentials
- OT Incident Management Essentials
- OT Change Management Essentials

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Micro certification
Mainline Certification
Accreditation

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Implementer Learning Path

Industry: Sourcing and Procurement Operations (SPO)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow
- Get Started with Now Create

ServiceNow Administration Fundamentals
- (CSA Voucher)

ServiceNow Platform Implementation

Flow Designer Fundamentals

Introduction to Playbooks and Process Automation Designer

Integration Hub Fundamentals

Employee Center Essentials (Utah)

Service Portal Fundamentals

Knowledge Management Overview Lesson

Mobile Development Essentials

Source-to-Pay Operations (Previously POM) Essentials

Additional Recommended
- Service Portal Advanced
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

Knowledge Management Overview Activity

Source-to-Pay Integration with SAP ECC & SAP S4 HANA

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Implementer Learning Path

Industry: Supplier Lifecycle Operations (SLO)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- ServiceNow Administration Fundamentals
  - CSA Voucher
- ServiceNow Platform Implementation
- Flow Designer Fundamentals
- Service Portal Fundamentals
- Knowledge Management Overview Activity
- Integration Hub Fundamentals
- Introduction to Playbooks and Process Automation Designer
- Knowledge Management Overview Lesson
- Source-to-Pay Operations (Previously POM) Essentials
- Source-to-Pay Integration with SAP ECC & SAP S/4 HANA
- Micro certification
- Mainline Certification
- Accreditation

Additional Recommended
- Service Portal Advanced
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Industry-Specific

Welcome to ServiceNow
Get Started with Now Create

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Implementer Learning Path

Industry: Accounts Payable Operations (APO)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended Training on Now Learning
- Service Portal Advanced
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

Welcome to ServiceNow +
Get Started with Now Create +
Flow Designer Fundamentals +
Service Portal Fundamentals +
Knowledge Management Overview Activity +
Source-to-Pay Operations Integration (Accounts Payable Operations) Implementation Bootcamp +

Select Product Line
- APM
- CSM
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals +
ServiceNow Platform Implementation +
CSA Voucher +
Introduction to Playbooks and Process Automation Designer +
Integration Hub Fundamentals +
Knowledge Management Overview Lesson +
Source-to-Pay Integration with SAP ECC & SAP S4 HANA +

Employee Center Essentials (Utah) +
UI Builder Fundamentals +
Service Portal Fundamentals +
Knowledge Management Overview Activity +
Source-to-Pay Operations (Previously POM) Essentials +
### Additional Resources

#### Training Bundles Datasheet

Help your team accelerate value with training bundles curated to deliver specific recommendations.

- **Bundled training bundle options** provide a combination of spiritual and guidance, helping learners advance their careers. This bundle is designed to be self-paced and is accessible to learners at any stage of their career.

#### RiseUp Career Journeys

Fast track your learning with collections of courses, credentials, and activities organized by job level.

- **Career Journey: System Administrator**
  - You're highly organized and thrive when working with others. You love sharing technical know-how and...
  - View Journey

- **Career Journey: Application Developer**
  - You're an innovative thinker who tackles technical issues creatively and effectively. You always see the...
  - View Journey

- **Career Journey: Business Process Analyst**
  - You love using data and technology to address business and customer challenges. You understand...
  - View Journey

- **Career Journey: Technical Project Manager**
  - You excel at planning, managing, and executing technical projects on time and on budget. You love to...
  - View Journey